Rio Mobile 5.0
User Guide

January 8, 2016

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Introduction

Rio

Rio is the name of a suite of Web applications used in Apple Retail Stores to track ISU, Demo, IS&T, and other equipment used in stores and other Apple sites. It includes:

- Rio and Rio Mobile, desktop and mobile applications for adding and tracking assets and for EasyTrack device administration;
- EasyTrack Desktop and EasyTrack Mobile, for tracking Isaac and other shared resources;
- Retail Labeler, a desktop application for printing price and asset labels; and
- Store Directory, a desktop application for viewing Apple Retail Store information.

These applications share access to common data.

This document describes how to use Rio Mobile.

Rio Mobile

Rio Mobile is an easy-to-use mobile app that allows you to access the Rio database with an Isaac device. It allows you to perform the following operations, which are also supported by Rio.

- Add one or more assets simultaneously. For SAPR assets, this moves the associated asset counts from Sellable to Demo or ISU in SAPR.
- Add non-serialized assets in bulk (for example, add 5 pairs of headphones).
- Organize assets by category, location, group, part number, or their status, and use filter and search facilities to focus on a subset of your assets.
- Move one or more assets at the same time. This includes changing location, group, and/or position assignments for SAPR and IS&T assets.
- Select multiple assets and perform a task for them (such as change the locations for all assets on Mac Table 6 to Mac Table 5).
- Assign EasyTrack and non-EasyTrack categories to assets, and to change those assignments.
- Assign EasyTrack Numbers to EasyTrack devices, disable them to prevent them from being checked out or checked in, and enable them again.
- Remove one or more assets from Demo or ISU, and return them to Sellable or the Warehouse based on information you provide. Asset counts in SAPR are updated accordingly.
- Report theft of an SAPR asset.
- Add notes to one or more assets.
- View the transaction history for an asset.
- View the history of EasyTrack events such as EasyTrack registrations, check-outs, check-ins, and Isaac iPhone or iPod/sled pairings for any device that is or has ever been registered for EasyTrack.

- Transfer data for one or more IS&T assets to a warehouse, and receive IS&T asset data from a warehouse.
- Register an asset for Joint Venture, change its *Joint Venture Loaner* state, and unregister it.
- Record the serial number of an asset that should, but doesn't, have one recorded in Rio.
- See all asset updates that are made by other Rio Mobile and Rio users at your site, and see all EasyTrack status updates made by EasyTrack Mobile users at your site, in real-time.

Rio Mobile and Rio are built from the same source. Rio Mobile has a very similar look and feel to Rio, and the features they have in common behave the same. Rio Mobile is only available over the Argon network.

Note: One of the major tasks during NSO is to enter assets into the Rio database so they can be tracked. With a large number of assets, this can take a long time. However, there are ways you can use Rio and Rio Mobile in combination to dramatically reduce this time. See the "*Using Rio and Rio Mobile During the Rio NSO Pilot*" document for more details.

How to start and stop Rio Mobile

How to start Rio Mobile

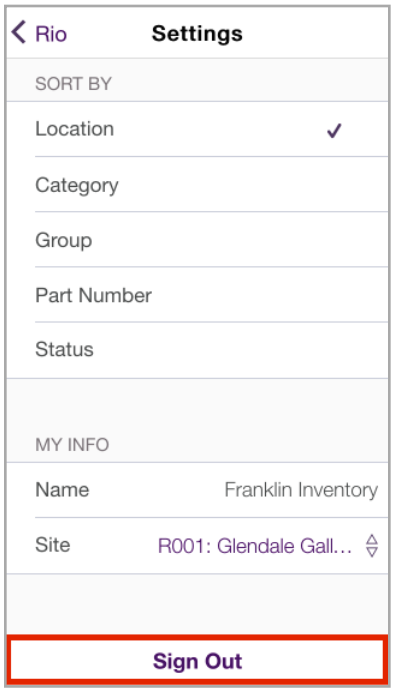
1. Turn on the Isaac device and launch the Rio Mobile app.
2. Sign in using your AppleConnect login credentials.

Note: The version level of the Rio Mobile app is checked whenever the app starts up. If a newer version becomes available, you are notified and directed to Switchboard to install it. If this happens, simply select **Rio Mobile** in Switchboard.

How to stop Rio Mobile

For best results, use the following procedure to gracefully exit from Rio Mobile whenever you are finished using it.

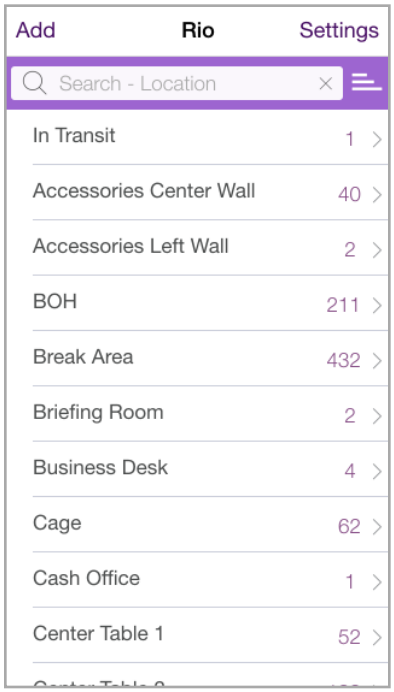
1. Open the Settings screen.
2. Tap **Sign Out**.



Note: If you are adding assets, the contents of the Add Queue are discarded without warning when you exit Rio.

How to use Rio Mobile's controls

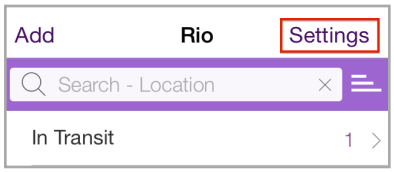
Rio Mobile's user interface is intuitive and easy to use. The *Rio* screen opens when it starts up. Its contents depend on whether you organize assets by location, category, group, part number, or status. If you tap an entry in the list, it expands to show the assets in the selected set.



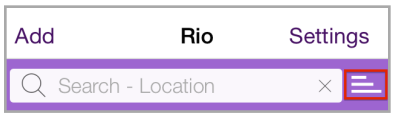
Following are the controls on the *Rio* screen and a few that are only in other screens.

Add button: Tap this to add one or more assets to Rio. This button is only in the *Rio* screen.

Settings button: Tap this to open the *Settings* screen. Use the *Settings* screen to change how your assets are organized, see the current user name and store number, and sign out from AppleConnect. This button is only in the *Rio* screen.



Filter icon: Tap this to open a Filter dialog. This allows you to display all assets, or only assets in a specified bucket. Both *Rio* and *Asset Details* screens have **Filter** icons that operate the same way.



Search field: Enter text here to filter assets by a search term. Both *Rio* and *Asset Details* screens have *Search* fields that operate the same way.

Menu Selector icon: Tap this to expand the selected item. Menu selector icons are used throughout Rio Mobile. There is a **Back** button in screens you link to for returning to the current screen.

Back button: Tap this to return to the previous screen.

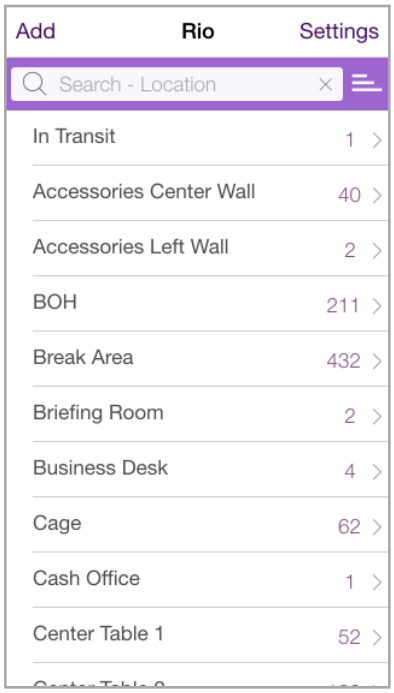
Cancel button: This is only present in task forms with a **Submit** button. Tap it to discard data in the form and return to the previous screen. There is no confirmer.

Submit button: This is only present in task forms. Tap it to initiate the current task. There is no confirmer.

How to control which assets are displayed

Opening view

When you start Rio Mobile, a *Rio* screen shows all locations assigned to assets, like this. The list is scrollable and sorted alphabetically. Each entry shows the name of a location and the number of assets there. Empty locations are not listed.

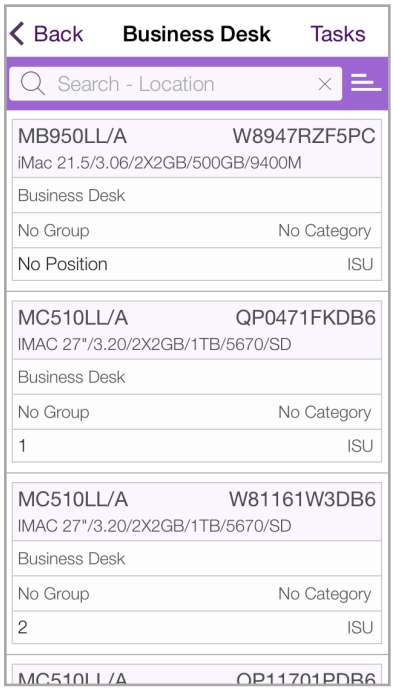


If asset data has been transferred to your store, *In Transit* is listed first. It's only present when you have received asset data from the warehouse. (See "*How to transfer data for IS&T assets*" for more information.) When you place the asset in inventory, use the *Move Asset* task to record where you put it.

How to select assets

How to display assets at a location

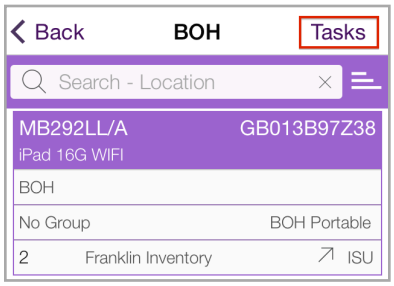
To see the assets at any given location, tap the name of the location to expand the *asset list*. In this example, the user tapped the *Business Desk* location.



There is an asset card for each asset in the selected location, category, group, part number, or with the selected status, depending on how the list is organized.

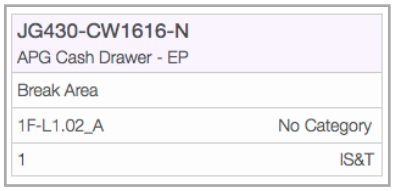
To select an asset card, just tap it. To select multiple asset cards, tap each one you want. To deselect a selected asset card, tap it again.

Select a single asset card and tap **Tasks** to see tasks you can choose and asset details. Select multiple asset cards and tap **Tasks** to see the tasks you can execute for all selected assets.

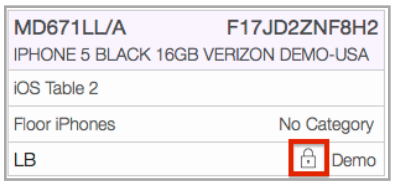


In the asset cards:

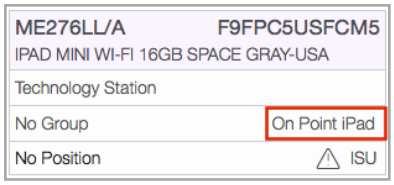
- The title contains the asset's part number, description and, if the asset is serialized, its serial number.
- The lines below the title contain the location, group and category, and position and bucket (in that order). If there is an exception, a status line is added to the bottom.
- If a category is not assigned to the asset, the format of its asset card is as shown here. The *Position* line also contains *Locked* or other icons when relevant, as illustrated shortly.



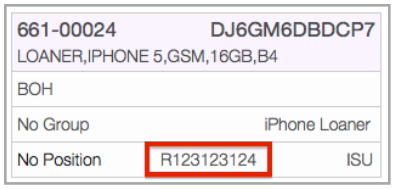
- If an asset is locked because there's an open Theft Report for it, it's referenced by a transaction that's still in progress, or it's referenced by a failed transaction that needs attention, its asset card has a *Locked* icon.



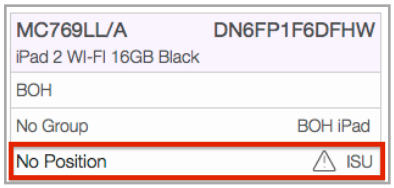
- If a category is assigned to the asset, the category is displayed on the right side of the *Group* line.



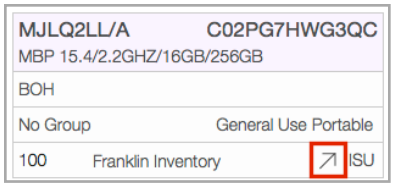
- If the asset is an iPhone Loaner device that has been lent to a customer, the bottom line shows the associated Repair ID.



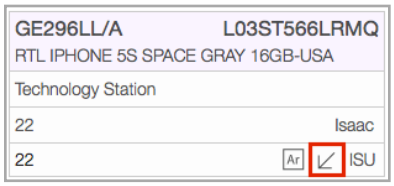
- If the asset is in an EasyTrack category:
  - The asset's position is replaced by its EasyTrack Number (if one has been assigned); the name of the user who checked out the device (if it's checked out); an *EasyTrack* status, *Argon-enabled,* and/or *Paired* icon (when relevant); and the bucket. This is the asset card for an asset registered with EasyTrack that has no EasyTrack Number.



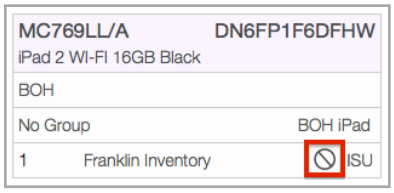
  - If an asset has been checked out and is not disabled, its asset card has a *Checked-Out* icon. The name of the user who checked it out is in the bottom line.



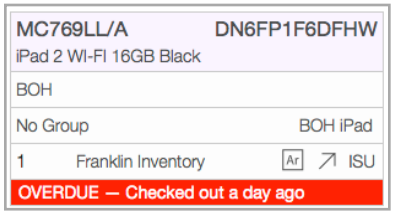
- If an asset has been checked in and is not disabled, its asset card has a *Checked-In* icon. (Use the *View EasyTrack History* task to see who last checked in the device.)



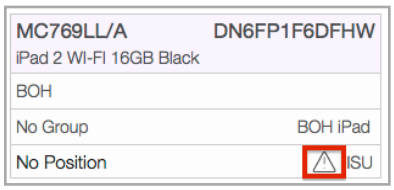
- If an asset is disabled, its asset card has a *Disabled* icon (regardless of whether it is checked out or checked in).



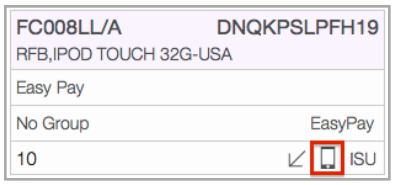
- If the asset has been checked out for more than 9 hours, an *OVERDUE* status line shows how long it has been checked out.



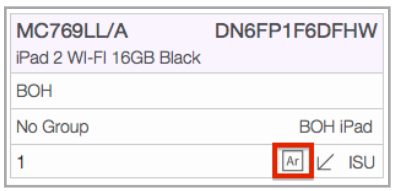
- If an EasyTrack category has been assigned to an asset but it has no EasyTrack Number, its asset card has a *Caution* icon.



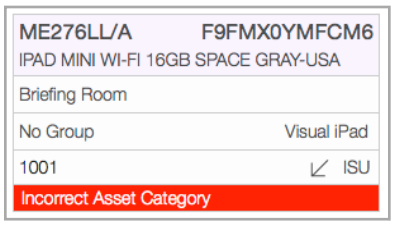
- If an asset is an Isaac iPhone or iPod that is paired with a sled, or is a sled that is paired with an iPhone or iPod, its asset card has a *Paired* icon.



- If an Argon-enabled category is assigned to an asset and an EasyTrack Number is assigned, its asset card has an *Argon-enabled* icon.

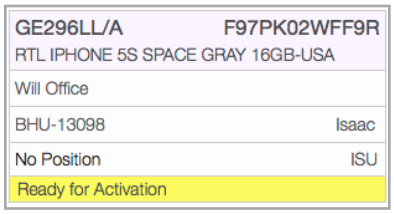


- If an asset is assigned to a deprecated category, its asset card has *Incorrect Asset Category* status. Use the *Change Asset Category* task to update the category.



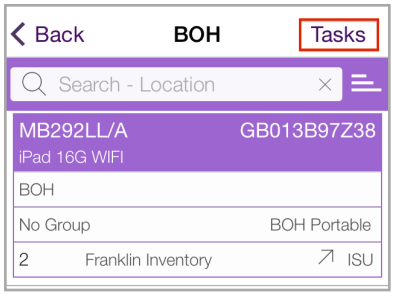
- If an asset is in the *In Transit* location, or is assigned to a deprecated location, its asset card has *Incorrect Asset Location* status. Use the *Move Asset* task to assign a new location.

- If an asset is an Isaac iPhone that has not yet been activated, the status line shows that iOS activation still needs to be completed.



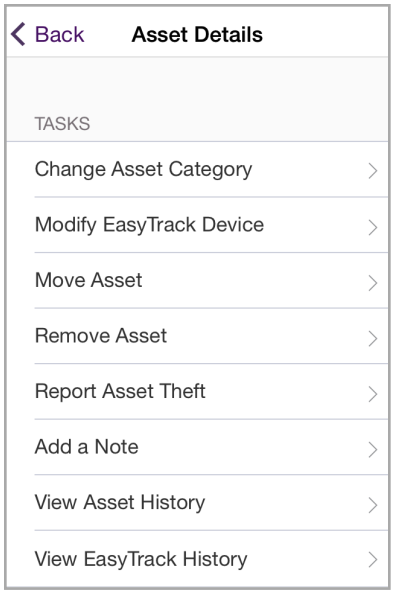
How to view asset details

Select an asset, and then tap **Tasks** to open the *Asset Details* screen.

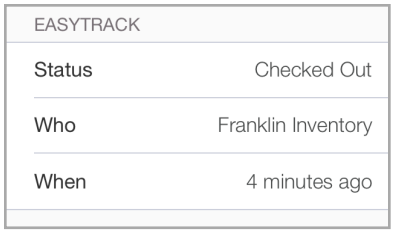


In the *Asset Details* screen:

- The *Tasks* panel lists tasks available for the selected asset or assets. The tasks depend on which and how many assets are selected, your user role, and other factors. You can use any task listed. Tap a task to open a form for collecting data and initiating it.



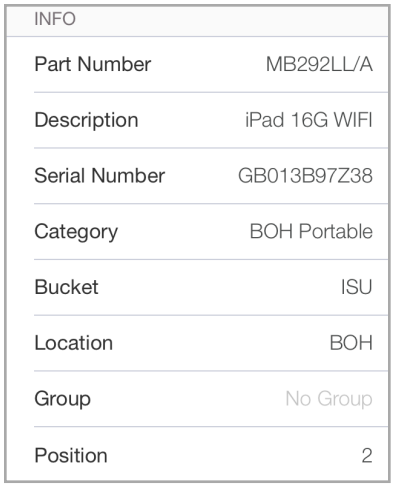
- The *EasyTrack* panel shows the EasyTrack status for the selected asset. Its contents depend on the type of device selected and its EasyTrack status. This panel is only present if you are an EasyTrack Admin and a single asset is selected that is registered for EasyTrack.
  - **Status** shows whether the device is disabled, checked in, or checked out.
  - **Who** is only present if the device is checked out, and shows who checked it out.



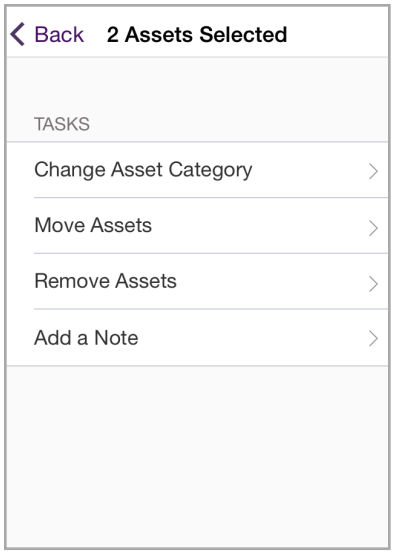
- **When** shows how long ago the device was last checked out or checked in.
- **Sled**, **iPod**, or **iPhone** (not shown above) is only present for paired Isaac iPhones, iPods, and sleds, and shows the serial number and part number of the paired device.

- The *Joint Venture* panel displays the Joint Venture state and associated Repair ID, if any. This panel is only present when a single asset, which is registered with Joint Venture, is selected.

- The *Info* panel replicates information in the asset card, but in a more readable format. The IMEI/MEID and ICCID are also displayed, if they exist. The *Info* panel is only present if a single asset is selected.



When multiple assets are selected, only tasks that can operate on more than one asset are listed. The *Info* and other panels are not present.

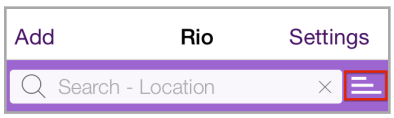


How to filter your asset list

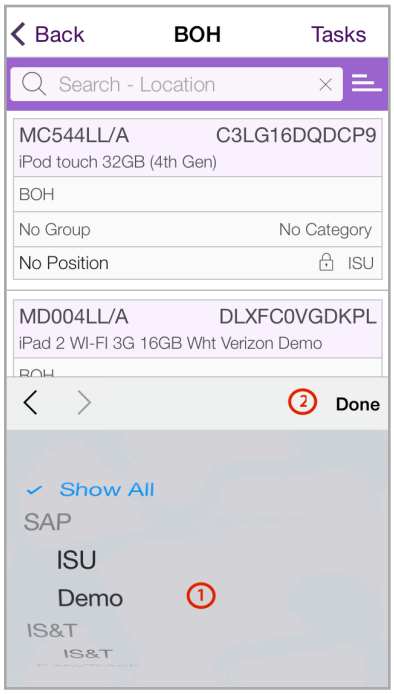
You can filter assets by bucket and/or by search term. You can do this in either the *Rio* or *Asset Details* screen, and can specify a filter and search term in any combination and in any order.

How to filter assets by bucket

1. Tap the *Filter* icon to open a *Filter* dialog.



2. In the *Filter* dialog:
    1. Select **Show All** to reset the filter, or select **ISU**, **Demo**, or **IS&T** to only display assets in the selected bucket.
    2. Tap **Done** to set the filter and return to the previous view.



How to filter assets with Search

Scan or type text in the *Search* field to only show assets whose attributes match the search term.

Search scans these attributes:

Location	Part number	Category
Description	UPC	EasyTrack device owner
Group	Serial number	iRepair Repair ID
IMEI/MEID	ICCID	UDID

Enter two or more search terms, separated by spaces, to select only assets whose attributes match *all* terms. For example, enter `iphone verizon` to display only assets that have both *iPhone* and *Verizon* somewhere in their attributes.

Search is case-insensitive, the search term need not be complete, and can appear anywhere in an attribute.

Tap the *Clear* icon (**X**) on the right side of the *Search* field to clear it.

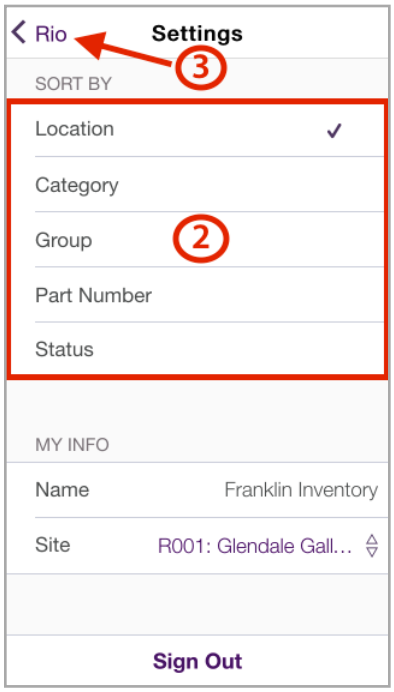
If you select a filter *and* a search term, only assets whose attributes match both are displayed.

How to organize your asset list

By default, assets are organized by location. When you're in the *Rio* screen, you can also organize your assets by their category, group, part number, or status. To do that:

1. Tap **Settings** in the *Rio* screen to open the *Settings* screen.

2. Tap **Location**, **Category**, **Group**, **Part Number**, or **Status**.
3. Tap **Rio** to return to the *Rio* screen.



This changes the way your assets are organized, but not which assets are displayed.

How to add assets

You add assets to Rio in two steps:

1. Add one or more assets to the Add Queue.
2. Add all assets in the Add Queue to Rio.

How to add assets to the Add Queue

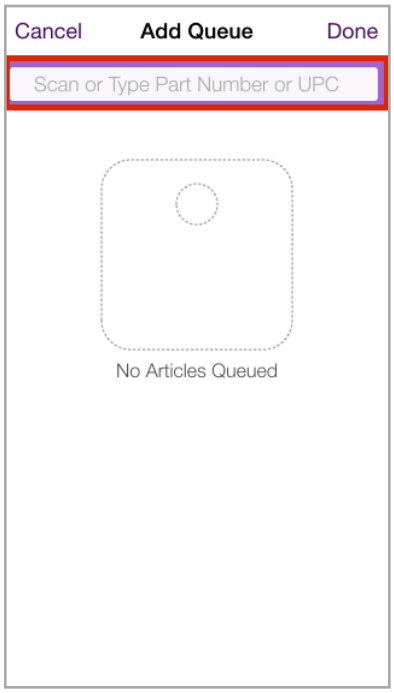
1. Tap **Add** in the *Rio* screen to open the *Add Queue* screen.

2. In the *Add Queue* screen, scan or type a UPC or part number in the *Input* field.

   This adds a transaction item to the Add Queue for entering asset-specific data.

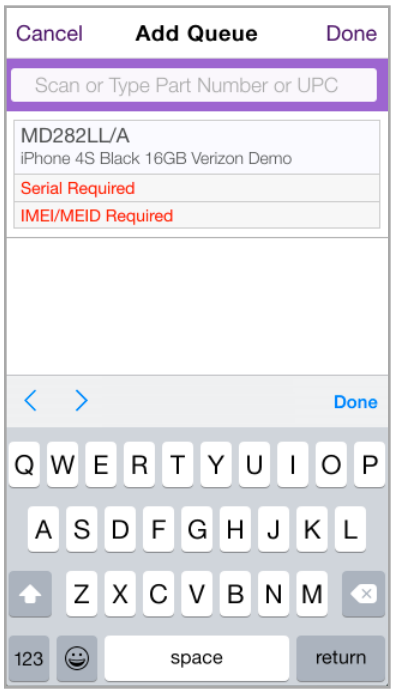
   Notes:

   1. You cannot enter both IS&T and SAPR part numbers, or part numbers that have conflicting category choices. (See the "*About categories*" section in the Rio User Guide for information about category assignments.)
   2. Only Inventory Specialists can add assets.
   3. If you are adding SAPR assets, there should be at least as many articles in the Sellable bucket for the article in SAPR as you are adding.



3. If the asset is serialized, the transaction item has fields for entering item-specific data. Scan or type the serial number in the *Serial Number* field.
4. Scan or type the IMEI/MEID and ICCID[1] as required. The cursor automatically advances when you scan data or tap **Done**.

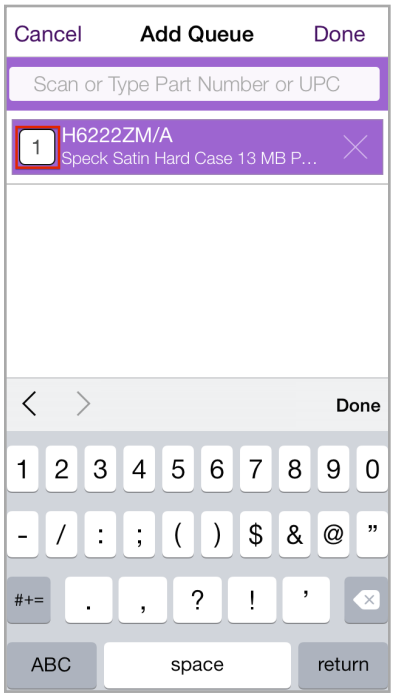
   Note: For Isaac iPhones used with sleds, it's important to enter the IMEI/MEID accurately. If the IMEI/MEID and serial number don't match according to manufacturer records, *Add Assets* will fail.



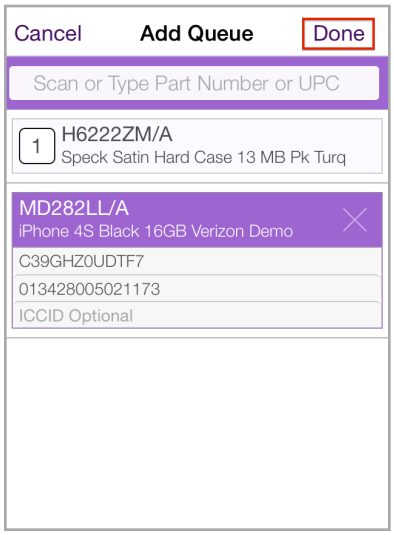
1 If an ICCID is relevant, an ICCID field opens when you enter the IMEI/MEID.

5. If the article is not serialized, the title of the transaction item has a *Count* field. Optionally edit the count, or enter the same part number in the *Input* field again to increment it.

6. Repeat steps 2-5 to add more assets to the Add Queue.



7. Tap **Done** to open the *Add Details* screen, where you specify the category, location, group, and position for all assets that you are adding, as described below.



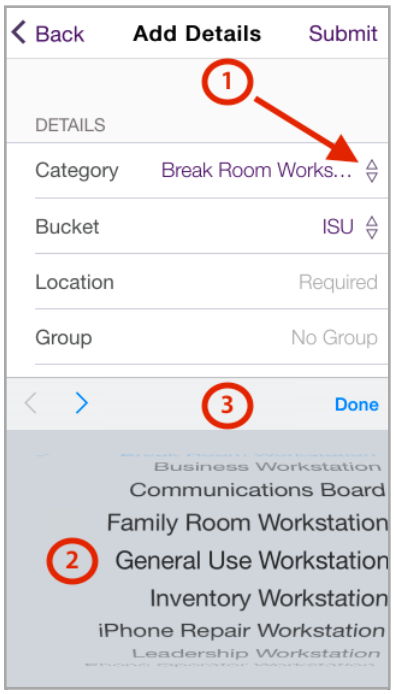
Rio Mobile performs basic validation while you are adding assets to the Add Queue. If it detects an exception, it reports an error and does not allow you to add the asset. For example, you cannot add an asset whose part number is not recognized.

While you are in the *Add Queue* screen, you can add more assets, remove one or more assets from the Add Queue, or tap **Cancel** to clear the Add Queue and return to the *Rio* screen without updating the database.

How to add assets in the Add Queue to Rio

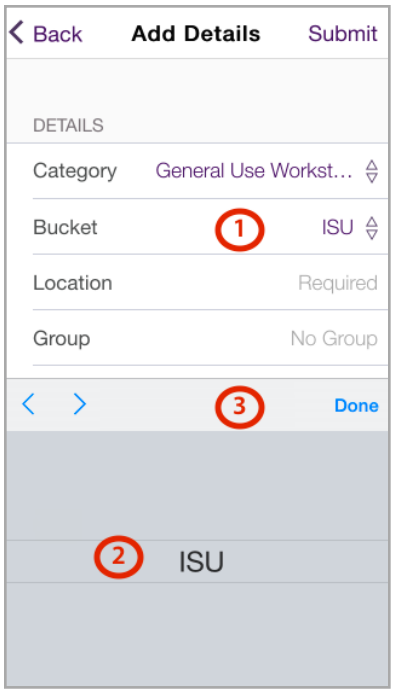
1. Specify **Category**.

   Note: Your category choices depend on what assets you are adding. See the "*About categories*" section in the Rio User Guide for details.



   1. Tap the *Category* selector to open a *Category* menu.
   2. Select the desired category.
   3. Tap **Done** to return to the *Add Details* screen.

2. **Bucket** is set automatically based on the category and can't be changed.



3. Specify **Location**:

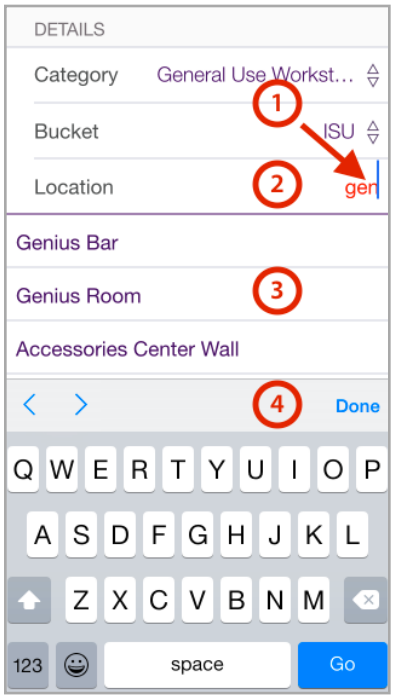
    1. Tap the *Location* field to open an auto-complete menu and keyboard. If a location is already specified, the text is selected and the menu starts with matching locations.

    2. Scroll to the location of interest, or start typing to update the menu. Locations that match your string are listed at the beginning.

    3. Tap an entry to select the location.

    4. Tap **Done** to return to the *Add Details* screen, or tap **Go** to add the assets with the current values for *Category* and *Location*, and no values for *Group*, *Position*, or *Note*.

        Note: If you tap **Go** rather than **Done** for *Location*, *Group*, or *Position*, the selection is used and the assets are added with the current values of all fields in the *Add Details* screen (unless a required field is missing). No value is entered for fields that you haven't specified.



4. Optionally specify **Group**. The procedure is the same as for *Location*, except you are allowed to define a new group.

    1. Tap the *Group* field to open an auto-complete menu and keyboard. If a group is already specified, the text is selected and the menu starts with matching groups.

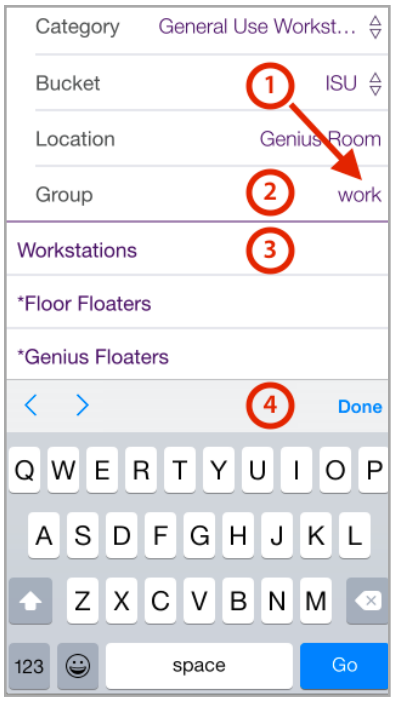
    2. Scroll to the group of interest, or start typing to update the menu. Groups that match your string are listed at the beginning.

    3. Tap an entry to select a group.

    4. Tap **Done** to return to the *Add Details* screen.

    5. To create a new group, enter the complete name of the group, and then tap **Done** or **Go**.

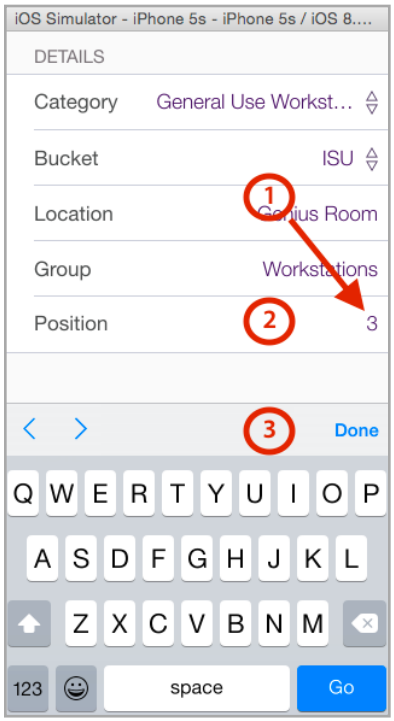
        Note: Group names are deleted if no assets are assigned to them. Use this procedure to add the group name back to Rio.



5. Optionally specify **Position**:

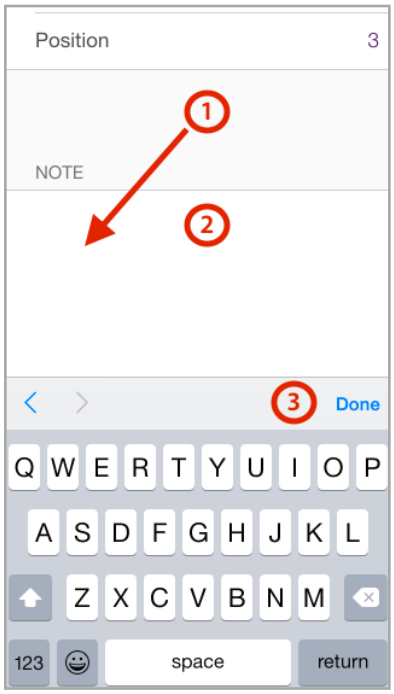
   Note: Position is not available if an EasyTrack category is selected.

   1. Tap **Position** to open the keyboard.
   2. Enter a 1- to 4-character position.
      - *ISU* assets should follow a numerical convention matching, for instance, the logical position number or the third octet of a network device.
      - *Demo* assets should follow the alpha pattern described by Visual Merchandising. For example, front positions are FA, FB, FC; rear positions are RA, RB, RC, and so on.
   3. Tap **Done** to return to the *Add Details* screen, or tap **Go** to add the assets.



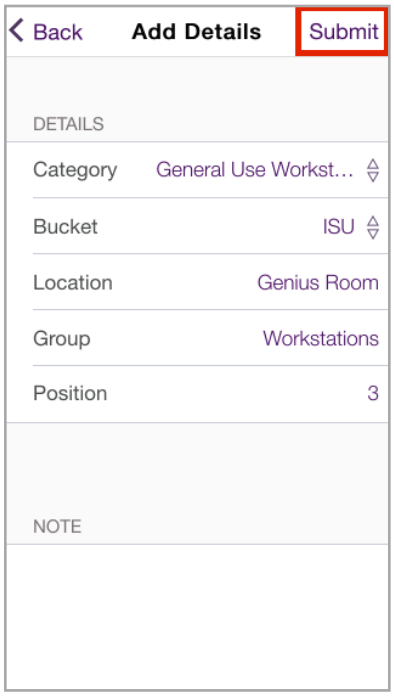
6. Optionally enter **Note**:

   1. Tap in the **Note** field to open a *Note* form and keyboard.
   2. Enter the note in the text box.
   3. Tap **Done** to return to the *Add Details* screen.



7. Tap **Submit** to add the assets in the Add Queue to Rio and return to the *Rio* screen, or tap **Back** to return to the *Add Queue* screen.

   This figure shows an *Add Details* screen that is filled out (before tapping *Submit*).



Notes:

1. You can start adding more assets as soon as you tap **Submit** and the Add request is accepted.
2. The Add Queue is discarded without warning if you exit Rio Mobile.

The following table shows which fields are required and which are optional.

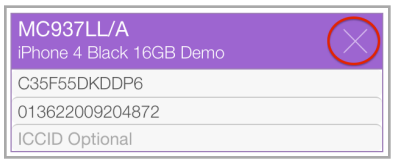
Required	Optional
Part Number	Group
Serial Number (if required for the article)	Position
IMEI/MEID (if required for the article)	Note
Category	ICCID (if optional for the article)
Location	

If a required field is missing, an asset with the same serial number is already in Rio, or assets in the Add Queue have incompatible categories, Rio Mobile reports an error when you tap **Submit** and does not add any of the assets to Rio or SAPR.

If you are adding an *Apple Watch Demo* device, Rio checks to see if its serial number is authorized. If so, Rio adds *Awaiting Enrollment* status to its asset card. This status remains until MDM notifies Rio the device has finished enrolling. If the serial number is not authorized, Rio reports *Validation Failed* and adds appropriate status to the asset card. See the "*Apple Watch Demo device support*" section in the Rio User Guide for more information.

Note: An *Apple Watch Demo* device cannot finish enrolling until it is turned on and activated. After this, it can take as long as 30 minutes for Rio to be notified. If *Awaiting Enrollment* status is displayed longer than 30 minutes, check to see if the device is turned on, activated, and working properly. If it is, contact HelpLine.

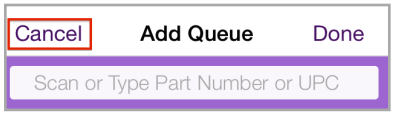
How to remove an asset from the Add Queue



1. Tap the asset in the Add Queue to place a *Remove* icon (**X**) on the asset card.
2. Tap the *Remove* icon.

How to clear the Add Queue

Tap **Cancel** to delete the contents of the Add Queue. After canceling, you can begin building a new batch of assets to add.



Speed-ups

1. You can scan the *UPC/Part Number*, *Serial Number*, *IMEI/MEID*, and *ICCID* fields.
2. If desired, you can add another transaction item to the Add Queue before entering data for an asset that is already there; just tap the *Input* field and then scan or type the next part number. You can complete missing fields any time before you tap **Submit**.
3. Use the **Previous** and **Next** buttons to navigate between fields in the *Add Queue* screen. (The cursor automatically advances to the next field when you scan a field or tap **Done**, but using the **Previous** and **Next** buttons is the fastest way to manually navigate between fields.)
4. To replace an existing value for *Location*, just tap **Location** and enter the new value. There is no need to delete the current value. The same is true for *Group* and *Position*.

Rio tasks

How to execute a task

1. Select one or more assets.
2. Tap the **Tasks** button to open the *Asset Details* screen.
3. Tap a task in the *Asset Details* screen to open its form.
4. Fill out the task form and tap **Submit** to initiate the task, or tap **Cancel** to return to the *Asset Details* screen.

The following tasks are currently defined.

- *Change Asset Category*
- *Move Asset*
- *Remove Asset*
- *Report Asset Theft*
- *Transfer Asset*
- *Add a Note*
- *View Asset History*

- *Modify EasyTrack Device*
- *View EasyTrack History*
- *Register Joint Venture Loaner*
- *Change Joint Venture Loaner State*
- *Unregister Joint Venture Loaner*
- *Assign Serial Number*

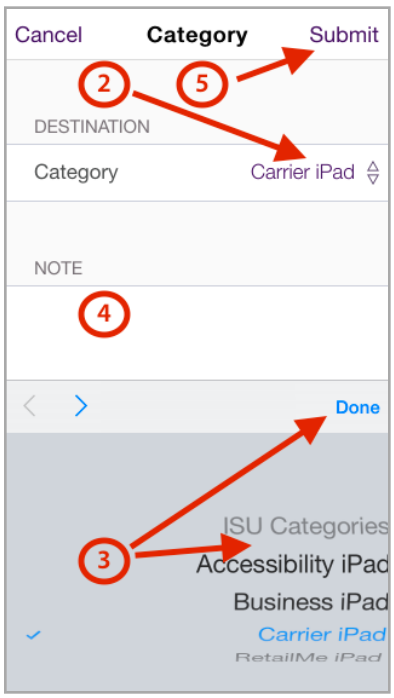
How to change an asset's category

A category is assigned to every SAPR asset when it's added to Rio, as described in "*How to add assets*." The choice of categories depends on its part number; some part numbers are automatically assigned a fixed category, and a narrow set of choices is available for others.

Use the *Change Asset Category* task to change the category for one or more assets for which there are multiple choices. The task is available to Inventory Specialists and EasyTrack Admins for qualified assets when another category is available. SAPR access privileges are not required, and SAPR need not be available.

Note: *Change Asset Category* is not available if the category is fixed, the asset is in an EasyTrack category and is checked out, multiple assets with conflicting category choices are selected, or the asset is registered with Joint Venture.

To change the category for one or more assets:



1. Select one or more assets, tap **Tasks**, and tap **Change Asset Category** to open the *Category* form.
2. Tap the **Category** selector to open a selection menu.
3. Select a category and tap **Done** to close the menu.

   Note: For some articles, you can select a category in either *ISU* or *Demo* in *Add Assets*. For these articles, the only categories available are ones in the same bucket as the category chosen in *Add Assets*. See the "*About categories*" section in the Rio User Guide for details.
4. Optionally enter **Note**.
5. Tap **Submit** to change the category, or tap **Cancel** to return to the *Asset Details* screen.

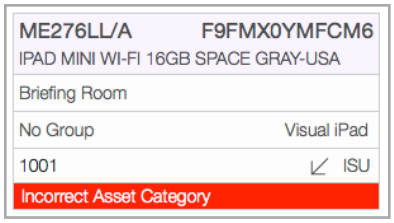
Effect of assigning an EasyTrack category to an asset

If you reassign the category for an device being tracked by Rio and EasyTrack:

- The device is checked in if it's checked out.
- If the device is an Isaac iPhone or iPod, the device and sled are disassociated.
- The EasyTrack Number is reset.

Because it resets the EasyTrack Number, using *Change Asset Category* inhibits use of EasyTrack Mobile on the device and removes it from EasyTrack Desktop until a new EasyTrack Number is assigned.

If the device is assigned to a deprecated category, its asset card shows *Incorrect Asset Category* status. Use the *Change Asset Category* task to update the category.



How to move assets

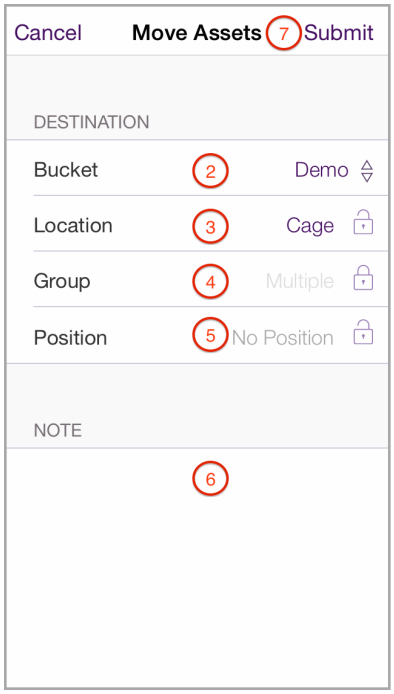
Use the *Move Asset* task to record changes to the assets' location, group, and/or position assignments. (Position is not in the form if an EasyTrack category is assigned to any selected assets.)

Move Asset is available to all users.

When multiple assets are selected, Rio displays a single value in fields for which all assets have the same value, *Multiple* in fields that have different values, and *No Position* or *No Group* if no value is assigned to any assets.

When two or more assets are selected, fields that can be edited have an *Unlocked* icon, and fields with values that have not been changed have a *Locked* icon. When you tap **Submit**, if a field is locked, *Move Assets* preserves the assets' current values. To change the value, tap the *Locked* icon to unlock it, then update it. If you leave the field unlocked, *Move Assets* uses the new value. If you lock it again, the current value or *Multiple* is restored and *Move Assets* preserves the current values.

To change the attributes for one or more assets:



1. Select one or more assets, tap **Tasks**, and tap **Move Assets** to open the *Move Assets* form.
2. **Location** is required. To change it, tap the *Location* value to open a location menu and keyboard. Select an entry and tap **Done** or **Go**, or start typing to narrow the list. Locations that match your string appear at the beginning, followed by the others.

   Note: If the value of *Location* is displayed in red font, it's invalid. If you don't change it to a valid location, an error will be reported when you tap **Submit**.
3. **Group** is optional. To change it, tap the *Group* value to open a group menu and keyboard. Select an entry and tap **Done** or **Go**, or start typing to narrow the list. Groups that match your string appear at the beginning, followed by the others. If there are no matching groups, Rio Mobile uses the name you type and adds it to the menu.
4. **Position** is optional and is only present if no assets are assigned to EasyTrack categories. To change it, select the *Position* field, and type a 1- to 4-character alphanumeric position.

   - *ISU* assets should follow a numerical convention matching, for instance, the logical position number or the last octet of device's IP address.

- *Demo* assets should follow the alpha pattern described by Visual Merchandising. For example, front positions are FA, FB; rear positions are RA, RB; and so on.

5. **Note** is optional. If supplied and multiple assets are selected, the note is added to each.
6. Tap **Submit** to make the changes, or tap **Cancel** to return to the *Asset Details* screen.

How to remove SAPR assets

Use the *Remove Assets* task to remove one or more SAPR assets. The task is only available if an SAPR asset is selected and you are an Inventory Specialist. If you select multiple assets, they should have the same reason for being removed.

If the asset is in an EasyTrack category:

- Removing it unregisters it from EasyTrack.
- The asset's EasyTrack Number, if any, can be reassigned.
- If the asset is a paired Isaac device, the sled is disassociated and can be associated with another registered iPhone or iPod.

Assets registered for Joint Venture can only be removed if they are in one of the following loaner states:

- *Ready to Loan*
- *Ready to Refresh*
- *Billed to Customer*

Joint Venture assets are unregistered from Joint Venture when removed.

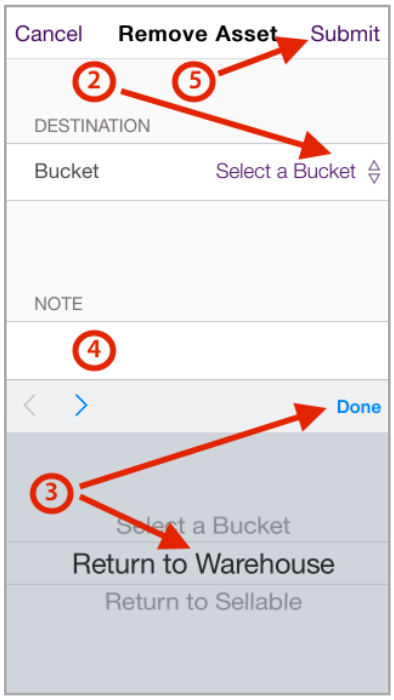
Remove Assets is not present in the *Tasks* panel if:

- The loaner state for a Joint Venture asset is *Loaned to Customer*.
- An asset is in IS&T. You must either transfer the asset to a warehouse for deallocation, or contact HelpLine.
- An asset is an ISU or Demo and you are not an Inventory Specialist.
- Assets are in more than one bucket.

You can only remove assets in Demo or ISU if SAPR is available, and there are at least as many assets in the corresponding bucket in SAPR as you are removing. You cannot remove more than 250 SAPR assets at a time.

1. Select one or more assets, tap **Tasks**, and tap **Remove Asset** to open the *Remove Asset* form.
2. Tap the **Bucket** selector to open a selection menu.
3. Select the destination bucket, and tap **Done**.

   Note: *Apple Watch Demo* devices and assets that have been set up for mobile services, such as Family Room iPads and Isaac devices, can only be returned to the warehouse.
4. Optionally enter **Note**.
5. Tap **Submit** to remove the assets, or tap **Cancel** to return to the *Asset Details* screen.



If the asset is an *Apple Watch Demo* device, Rio sends a command to MDM to reset and deactivate the device when you tap **Submit**.

Notes:

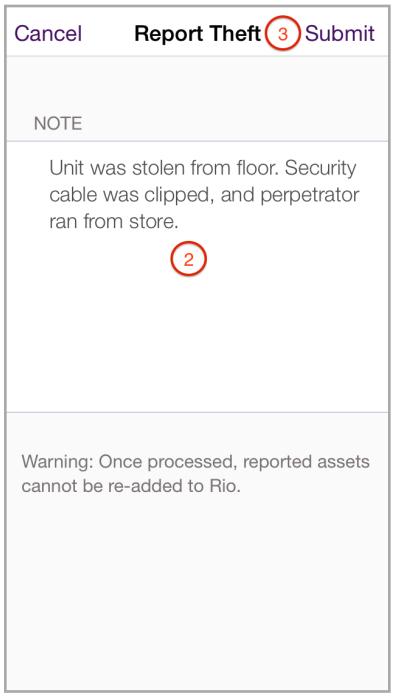
1. You can add a serialized device back to Rio if:
   - It was returned to Sellable, or
   - It is a *Apple Watch Demo* or *iPhone Loaner* device that was returned to the warehouse.
   - It is another Apple Watch device (e.g., *Demo Apple Watch Edition*, *Display Table Apple Watch*, or *Try On Case Apple Watch*) that was returned to the warehouse.
2. You cannot add a serialized device back to Rio if:
   - It was reported as stolen and removed by RFL, or
   - It was returned to the warehouse and is not an *Apple Watch Demo* or other *Apple Watch* device, or an *iPhone Loaner*.

Important: If you remove an SAPR asset to the warehouse and subsequently add it back, you create a variance that must be corrected with RFL.

How to report theft of an SAPR asset

Use the *Report Asset Theft* task to report a stolen SAPR asset. It can only be used when a single SAPR asset is selected. Any user can use the task; SAPR access permission is not required, and SAPR need not be available.

1. Select the stolen asset, tap **Tasks**, and tap **Report Asset Theft** to open the *Report Theft* form.
2. Describe the event in **Note**. *Note* is required.
3. Tap **Submit** to create a Theft Report, or tap **Cancel** to return to the *Asset Details* screen.



When you tap **Submit**, Rio Mobile locks the asset, creates a Theft Report, and adds **Theft** objects to the sidebars for all Rio users. The **Theft** objects remain until someone cancels the report or RFL processes it.

If the asset is registered for EasyTrack, it is disabled but its category, EasyTrack Number, and check-out state are preserved. If the asset is an Isaac iPhone or iPod that is paired with a sled, the association is preserved. The sled can be disassociated from the iPhone or iPod and a new one associated while it is disabled, but the new association is not reflected in Rio or EasyTrack Desktop until the iPhone or iPod is enabled and EasyTrack Mobile is running and connects again.

Note: If the asset is an EasyTrack device and the Theft Report is subsequently cancelled, the device is unlocked but remains disabled and cannot be checked in or checked out until it is enabled.

When a theft is reported, your only options are to cancel the Theft Report in Rio, or for an RFL employee to process it. Until then, you can add notes to the asset and view its history, but cannot move it, remove it, or use any of the Joint Venture or EasyTrack tasks for it. When the asset is displayed, it has a *Locked* icon to indicate its status.

Note: If a sled is missing, assume the standard sled replacement process: open a ticket to have the item removed from Rio, reported as stolen, and replaced.

How to view a Theft Report

Theft Reports must be viewed in Rio.

How to cancel a Theft Report

Theft Reports must be cancelled with Rio.

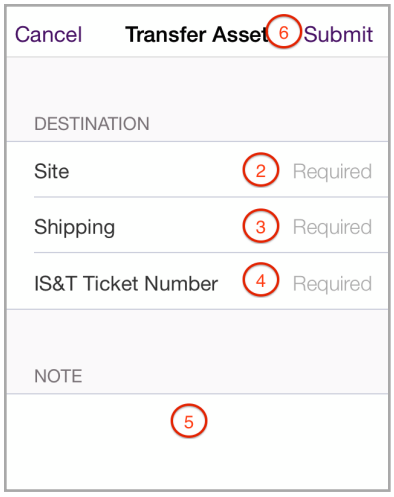
How to transfer data for IS&T assets

Use the *Transfer Assets* task to transfer information about IS&T assets to a warehouse.

Notes:

1. Only BOH Specialists, Inventory Specialists, P&O Specialists, and IS&T Champions can transfer IS&T assets.
2. This is the only way to preserve an asset's history when you transfer it.

How to transfer IS&T asset data



1. Select one or more IS&T assets, tap **Tasks**, and tap **Transfer Asset** to open the *Transfer Asset* form.
2. Tap the **Site** field to open a menu of warehouse names. Select a warehouse and tap **Done**. *Site* is required.
3. Enter the FedEx, DHL, UPS, or other carrier waybill number for **Shipping**. Rio expects the shipping number to be 1-20 characters in length. *Shipping* is required.
4. Enter the ticket number for **IS&T Ticket Number**. Rio expects a 7-8 digit numeric value for Espresso tickets, and 12-digit alphanumeric value for Central Station tickets, where first three characters are INC or PRB, and the remaining nine characters are numeric (e.g., INC123456789). *IS&T Ticket Number* is required.
5. Enter details about the condition or status of the asset and/or the reason for their transfer in **Note**.
6. Tap **Submit** to transfer asset data to Rio at the warehouse and remove it from your store, or tap **Cancel** to return to the *Asset Details* screen.

Any number of sleds can be transferred, regardless of their pairing status or the checked-out, checked-in, or enabled or disabled state of their paired Isaac iPhones or iPods. Paired sleds are disassociated, with the iPhones or iPods retaining their category, EasyTrack Number, checked-out state, and enabled/disabled status.

Asset attribute settings at receiving site

When an asset is transferred, Rio Mobile automatically sets its attribute values as follows:

- **Bucket** - Same as at the sending site (*IS&T*)
- **Location** - *In Transit*
- **Group** - The *Shipping* number from the sending site's *Transfer Asset* form
- **Position** - Empty
- **Joint Venture Status** - *Unregistered*
- **Category** - Same as at the sending site
- **Asset History** - Same as at the sending site but with *Transfer Asset* added as the last transaction
- **Provisioning Status** (Verifone and iSMP sleds only) - Always *Deprovisioned*
- **Blacklisted** (Verifone and iSMP sleds only) - Same as at the sending site

How to add a note

Use the *Add a Note* task to add a note to Asset History for one or more assets. When multiple assets are selected, the same note is added to each. When used with SAPR assets, SAPR access permission is not required and SAPR need not be available. The task is available to everyone.

Note: You can add a note to any asset, including one that is locked.

To add a note:

1. Select one or more assets, tap **Tasks**, and tap **Add a Note** to open the *Add Note* form.
2. Tap the **Note** field to display the keyboard, enter the note, and tap **Done**.
3. Tap **Submit** to add the note, or tap **Cancel** to return to the *Asset Details* screen.

Note: Once entered, notes cannot be edited or deleted.

To view a note, display the asset's history as described below, and scroll to the relevant *Added a Note* entry.

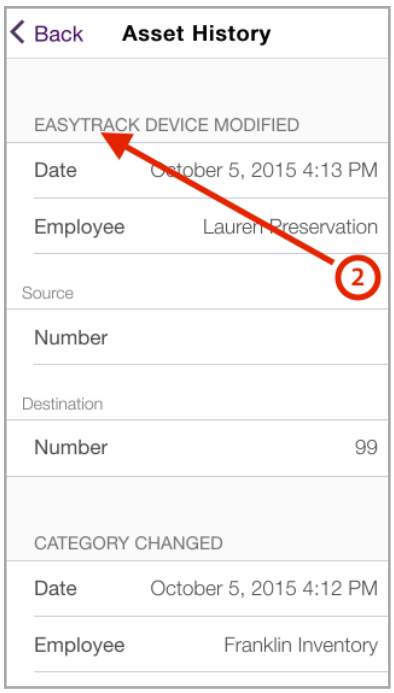
How to view asset history

Use the *View Asset History* task to display the transaction history and notes for an asset. The task is only available when a single asset is selected. When used with an SAPR asset, SAPR access permission is not required, and SAPR need not be available. The task is available to everyone.

Note: You can view history for any asset, including one that is locked.

To display asset history:

1. Select a single asset, tap **Tasks**, and tap **View Asset History** to open the *Asset History* form.
2. Scroll to the item of interest.



The *Asset History* form contains all notes and successful update transactions for the asset. Each entry includes the type of transaction, its date and time (in local time), and the user name; other fields are event-specific.

The history does not include unsuccessful transactions, *Add a Note*, or any *View History* transactions. It does not include EasyTrack transactions such as check-ins and check-outs; use the *View EasyTrack History* task to see these.

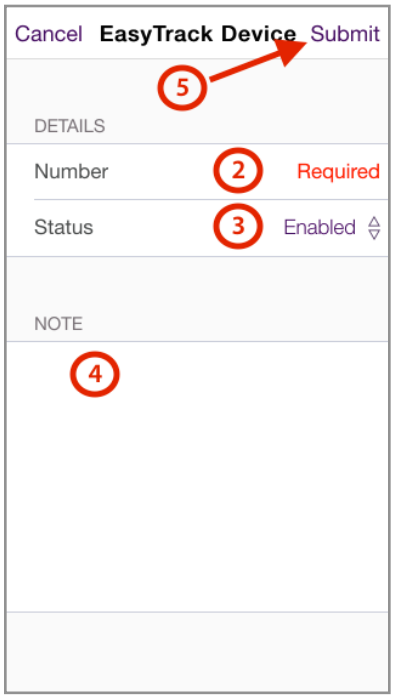
How to register an asset for EasyTrack

To register an asset for EasyTrack, assign an EasyTrack category to it as described for *Add Assets*.

How to enable or disable an EasyTrack device or change its EasyTrack Number

Use the *Modify EasyTrack Device* task to enable or disable an EasyTrack device and/or change its EasyTrack Number. The task is only available to EasyTrack Admins if a single asset is selected, it is registered for EasyTrack, and is not a sled.

To change the EasyTrack Number for a device, and/or to disable or enable it:



1. Select a single asset, tap **Tasks**, and tap **Modify EasyTrack Device** to open the *EasyTrack Device* form.
2. Optionally tap the **Number** field and enter a number in the range 1-9999. The number must be unique within the asset's category. (*Number* is required if not yet assigned, as in this figure.)
3. Optionally tap the **Status** field and select *Enabled* or *Disabled* from the menu.
4. Optionally enter **Note**.
5. Tap **Submit** to make the change, or tap **Cancel** to return to the *Asset Details* screen.

Disabling a device prevents it from being checked out or checked in, or for EasyTrack Mobile from being used on it. Disabled devices can be enabled, removed or, for Isaac iPhones and iPods, paired with or unpaired from a sled.

Changing a device's EasyTrack Number does not affect the category it is in, its check-out/check-in state, or its enabled/disabled status. If you change the EasyTrack Number for an Isaac device, the pairing relationship is preserved, and the associated sled inherits the new number.

EasyTrack Desktop only displays registered devices that are enabled and have EasyTrack Numbers. If you disable a device or it does not have an EasyTrack Number, it is not listed.

How to view EasyTrack history

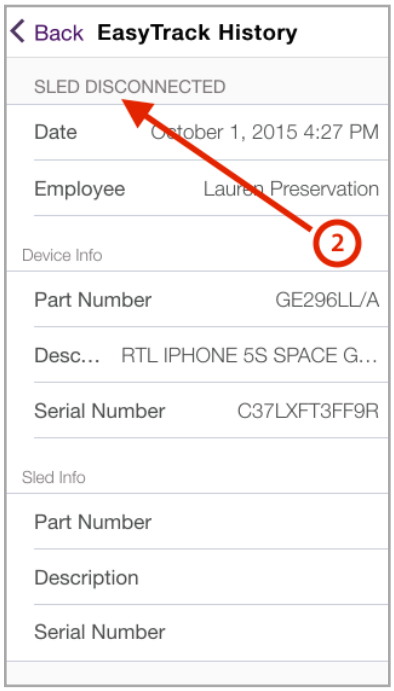
Use the *View EasyTrack History* task to display the EasyTrack history for an asset. The task is only available when a single asset is selected that is or has ever been registered with EasyTrack. When used for an SAPR asset, SAPR access permission is not required, and SAPR need not be available. The task is available to all users.

Note: You can view EasyTrack history for any asset, including one that is locked.

To view a history of the EasyTrack transactions for an asset:

1. Select a single asset, tap **Tasks**, and tap **View EasyTrack History** to open the *EasyTrack History* form.
2. Scroll to the item of interest.

Note: EasyTrack History includes all EasyTrack-specific transactions for the asset, including assignments to and from EasyTrack categories, enables, disables, EasyTrack Number changes, check-ins, and check-outs. For Isaac iPhones, iPods, and sleds, the history also includes device pairing events. Each entry includes the type of transaction, the date and time (in local time), and the user name. Other fields are event-specific.

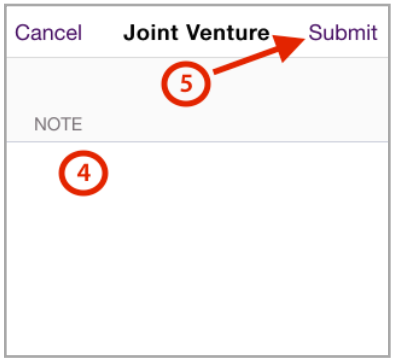


How to register an asset for Joint Venture

Use the *Register Joint Venture Loaner* task to register an asset with the Joint Venture program. The task is available to all users. A single, Apple-serialized asset in ISU, which is assigned to the *Joint Venture Loaner* category, must be selected.

To register an asset:

1. Select the asset and tap **Tasks**.
2. If its category is not *Joint Venture Loaner*, use the *Change Asset Category* task to assign it.
3. Tap **Register Joint Venture Loaner** to open the *Joint Venture* form.
4. Optionally enter **Note**.
5. Tap **Submit** to complete the registration, or tap **Cancel** to return to the *Asset Details* screen.

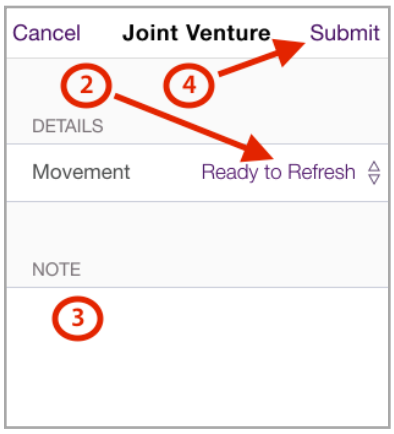


The task replaces *Register Joint Venture Loaner* in the *Tasks* panel with *Change Joint Venture Loaner State* and *Unregister Joint Venture Loaner*, and initializes the asset's *Joint Venture Loaner* state to *Ready To Refresh*.

Use the *Unregister Joint Venture Loaner* task to cancel the registration.

How to manage Joint Venture assets in Rio Mobile

Use the *Change Joint Venture Loaner State* task to change an asset's *Joint Venture Loaner* state. The task is available to all users if a single registered Joint Venture asset is selected.

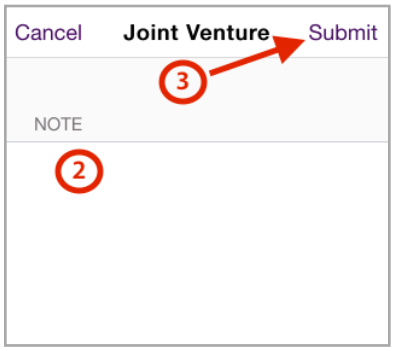


To set a registered asset's *Joint Venture Loaner* state:

1. Select the asset, tap **Tasks**, and tap **Change Joint Venture Loaner State** to open the *Joint Venture* form.
2. Tap the **Movement** selector to open a menu, choose the next loaner state, and tap **Done**.
3. Optionally enter **Note**.
4. Tap **Submit** to update the loaner state, or tap **Cancel** to return to the *Asset Details* screen.

How to unregister an asset from Joint Venture

Use the *Unregister Joint Venture Loaner* task to cancel an asset's registration with the program. The task is available to all users if a single registered Joint Venture asset is selected.



To unregister an asset:

1. Select the asset, tap **Tasks**, and tap **Unregister Joint Venture Loaner** to open the *Joint Venture* form.
2. Optionally enter **Note**.
3. Tap **Submit** to unregister the asset, or tap **Cancel** to return to the *Asset Details* screen.

The task replaces *Change Joint Venture Loaner State* and *Unregister Joint Venture Loaner* in the *Tasks* panel with *Register Joint Venture Loaner*, and changes the asset's *Joint Venture Loaner* state to *Unregistered*. It also makes the asset eligible to have its category changed.

See the "*Using Rio for Joint Venture*" section in the Rio User Guide for related workflow information.

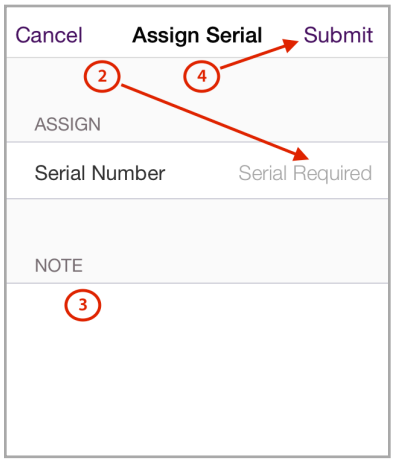
How to assign a serial number to an asset

Use the *Assign Serial Number* task to provide the serial number for an asset that does not have one recorded in Rio. The task is only available when a single, serialized asset with no recorded serial number is selected. The task is available to all users.

To assign a serial number to an asset:

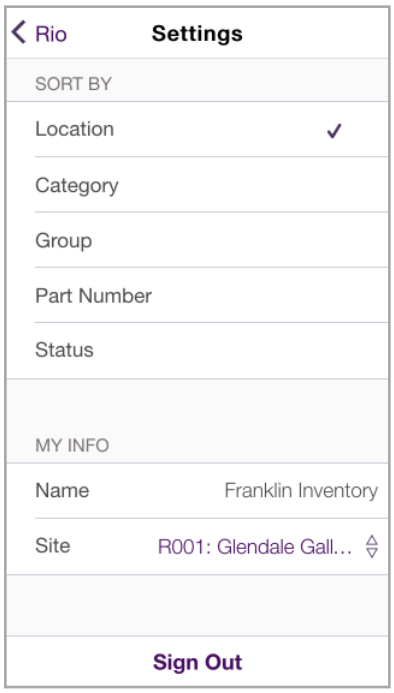
1. Select the asset, tap **Tasks**, and tap **Assign Serial Number** to open the *Assign Serial* form.
2. Tap the **Serial Number** field and enter the unique serial number for the asset.
3. Optionally enter **Note**.
4. Tap **Submit** to assign the serial number, or tap **Cancel** to return to the *Asset Details* screen.

This updates the asset's serial number. If the serial number is invalid or is a duplicate of one already in the Rio database, Rio reports a validation error.



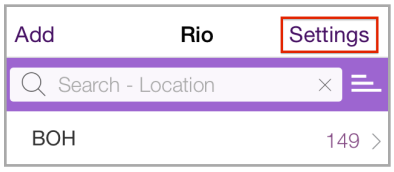
How to use the Settings screen

The *Settings* screen provides facilities for organizing the asset list, shows the name of the current user and site number, and contains a *Sign Out* button for logging out gracefully.



How to open the Settings screen

Tap **Settings** in the *Rio* screen.



How to use the Settings screen

How to sort the asset list:

1. Select *Location*, *Category*, *Group*, *Part Number*, or *Status* to organize the assets by your selection.
2. Tap **Rio** to return to the *Rio* screen.

How to use the Name field

The *Name* field is a read-only field that displays the AppleConnect name of the currently signed-in user.

How to use the Site field

The *Site* field is a read-only field that displays the Store Number and name of the store whose data is currently being viewed.

How to sign out from AppleConnect

Tap the **Sign Out** button.

How to install Rio Mobile

Rio Mobile equipment requirements

Rio Mobile is designed for use on an Isaac iPhone or iPod with a supported sled.

- The Isaac iPhone or iPod must be running iOS 8 or higher.
- The latest Switchboard must be installed.
- The Isaac iPhone or iPod must be provisioned for and have a wireless connection to the Argon network.

Rio Mobile setup procedure

Preparation for installing Rio Mobile

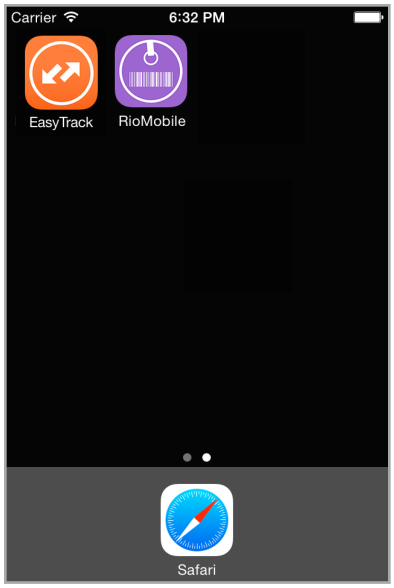
Before you can install the Rio Mobile app, the following steps must have been completed:

1. The device must be added to Rio;
2. It must be assigned to a valid Argon-enabled EasyTrack category;
3. An EasyTrack Number must be assigned to it;
4. Its Status must be Enabled;
5. If it is an Isaac iPhone, it must have been activated;
6. An Argon profile must be installed on it; and
7. EasyTrack Mobile must be installed on it.

See the "*How to set up EasyTrack Mobile*" section in the EasyTrack User Guide for the suggested procedure for setting up Isaac iPhones and iPods.

Installing Rio Mobile

Rio Mobile is installed as a Switchboard app. To install it:



1. Set the device up for EasyTrack Mobile as described in the EasyTrack User Guide.
2. Connect it to the AppleWiFi network.
3. Launch Switchboard.
4. Select the latest version of the Rio Mobile app, and choose *Install*.

The installation places a Rio Mobile icon on your home screen.

Starting Rio Mobile

To start Rio Mobile:

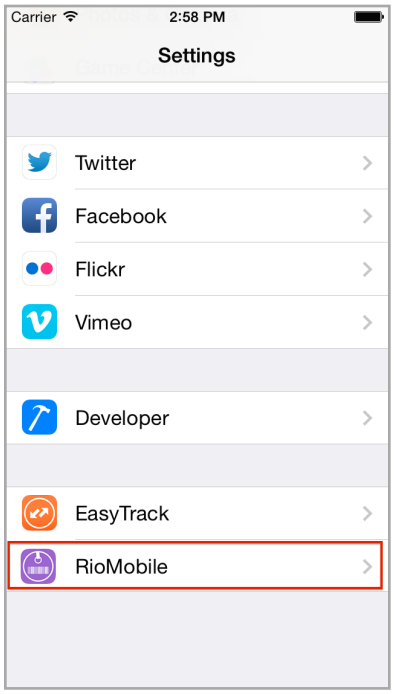
1. Connect the device to the Argon network.
2. Start Rio Mobile and log in.

   Each time Rio Mobile starts up, it downloads store inventory data. This can take 30 seconds, or longer if the network is heavily loaded. While inventory data is being downloaded, a Fetching icon is displayed in the center of the screen. If the download does not complete within 2-3 minutes, contact the HelpLIne.
3. If your login and download are successful, Rio Mobile displays a list of all locations to which assets have been assigned as described in "*Opening view*."

Checking Rio Mobile Settings

Use the following procedure to set (and change) Rio Mobile's settings:

1. Tap the *Settings* icon on the iOS Home page to open the iOS *Settings* screen.
2. Scroll down and tap **RioMobile** to open the *RioMobile* screen.



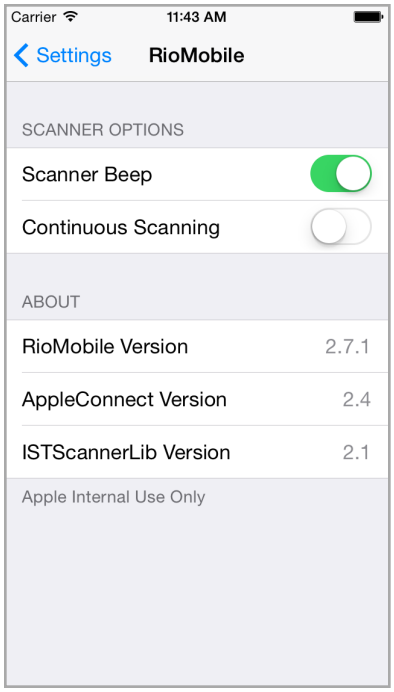
In the *Scanner Options* panel of the *RioMobile* screen:

- When *Scanner Beep* is *On* (the default), the device beeps each time the trigger is pulled. When it's *Off*, the device is silent.
- When *Continuous Scanning* is *On*, the device continues to scan barcodes for as long as the trigger is pulled, similar to how Easy-Pay works. (Duplicate barcodes are not entered.) When it's *Off* (the default), the device scans a single barcode each time the trigger is pulled.

In the *About* panel:

- *RioMobile Version* is the version of the Rio Mobile app.
- *AppleConnect Version* is the version of the AppleConnect library.
- *ISTScannerLib Version* is the version of the scanner interface library.

(You may be asked to supply this information for a trouble report. The versions may be different than shown here.)



3. Change *Scanner Options* as desired, and then tap **Settings** to return to the main iOS *Settings* screen.

For more information

For information about the desktop version of Rio, including more complete information about features in Rio Mobile, see the Rio User Guide in http://retail-io.corp.apple.com/help/user-guide.

For information about the EasyTrack features referenced here and suggested procedures for setting up a Rio Mobile device, see the EasyTrack User Guide in https://easytrack.corp.apple.com/help/user-guide.

For information about the Retail Labeler application, which can be used to print price and asset labels, see the Labeler User Guide in https://labeler.corp.apple.com/help.

Support

To report an issue, please contact the IS&T HelpLine.